SIMPro
User Guide

Customer Documentation

Version - 1.1 | Issue Date - 1st August 2014

Wireless Logic

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Section 1. Wireless Logic Quality Control

1.1 Document Properties

Client	Customer Documentation
Assignment	SIMPro
Document Title	User Guide
Wireless Logic Reference	None
Client Reference	None
Document Status	Final - Release

1.2 Version History

Author	Date	Version
Matt Thomas	10th December 2013	0.1
Matt Thomas	30th January 2014	1.0
Hannah Hailstone	01st August 2014	1.1

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Section 3. Background

SIMPro Version 4 provides a system to view and manage your SIM estate with Wireless Logic, you will be able to search, view, and export all of the details about your SIMs, including SIM State, ICCID (SIM Number), MSISDN (Mobile Number), IMSI (International Mobile Subscriber Number) etc.

You will also be able to manage those SIMs, requesting actions such as 'Activation', adding or removing 'Bars', enabling or disabling services such as 'Roaming'.

3.1 SIMs

A SIM comes in either a plastic or ruggedized form, each SIM has an ICCID or SIM Number. With some networks the SIM number can have two formats; a full SIM number and a partial SIM number. A partial SIM number may appear on the SIM card itself (or when the barcode on the SIM is scanned). We hold both formats in SIMPro, so you can search based on either. A full SIM number will always begin 89 and will be 19 or 20 digits including a check digit. The partial number will have some of the initial digits missing, as these identify the network to which the SIM belongs.

3.2 Connections

Each SIM will have a connection associated with it. When a SIM is activated, the mobile network will assign an MSISDN, and an IMSI, which uniquely identify the connection and are associated to a SIM; the connection also has a state.

3.2.1 Possible Connection States

Not all mobile networks support Active Ready/Test, so for networks without this feature, it will not be displayed as an option.

- Inactive - The SIM is not Billable, the SIM is not usable
- Active Test - The SIM is not Billable, the SIM is usable and will automatically move to an 'Active' state after a set period of time or if a usage limit is reached
- Active Ready – The SIM is not Billable, the SIM is usable and will immediately move to Activated when it is first used.
- Active - The SIM is Billable, and the SIM is usable
- Barred - The SIM is Billable, the SIM will be unusable
- Cancelled - The SIM is not Billable, the SIM is unusable
- Inactive Swapped – The SIM is not Billable, it is the old SIM from a SIM swap.

3.2.2 Work Flow Status

When a request is submitted, this action is logged and will show a work flow status, which will indicate the progress of the request. The work flow status is shown next to the connection details. Once the request is completed, the connection will no longer have a work flow status.

3.2.3 Custom Fields

There are five custom fields available against each connection, these can be re-named and labelled accordingly. This is managed through the Billing Account section. These custom fields can be used to 'tag' a reference or group connections together. At present, only custom field 1 will be shown on invoices. Custom fields can be updated or edited through the 'Uploads' section of SIMPro.

3.2.4 Customer Reference

An optional customer reference is available to add on all requests made via SIMPro. This customer reference will only be included in the subject line of the emails sent via SIMPro for the duration of the request.

3.3 Customer Solutions

In SIMPro 4 we have introduced the concept of a 'Customer Solution'; which is essentially an activation profile. When you initially take SIMs from Wireless Logic, at least one customer solution will be built to your requirements.

This solution contains all of the details needed to activate your SIMs;

It contains a tariff, which will normally include a set amount of data for a given line rental. The tariff will also detail the costs of other services such as SMS, CSD, Voice and any usage over and above the included amount.

It also contains the details of the Services required by the customer on the SIMs they take from Wireless Logic, such as CSD Data and Fax Numbers, Voice, Voicemail, SIM PIN numbers etc.

Additionally, it contains details of the connectivity required by the customer, whether that is on the Public APN, NetPro (Our Private APN) or the customer's own Private APN. If you are using NetPro then it will also include the specific requirements for your SIMs, no VPN, Fixed Public, IPSEC VPN, SSL VPN etc.

Each 'Customer Solution' can then be named, so if you have different types of SIM or different projects you can have a Customer Solution for each of those scenarios. For instance you could have a solution called 'Standard Tracking' and another called 'Tracking with Roaming'; with the only difference being that roaming is requested in the second. Or, if you have a 500MB Tariff for your ANPR Product, which goes over an IPSEC VPN and a 2GB Tariff for your CCTV which required connectivity on an SSL VPN, you can have two solutions named ANPR and CCTV which will contain all of the relevant settings for us to get the SIMs configured correctly.

So now when customers come to activate a SIM you will simply be asked to pick the Customer Solution to use for that connection.

3.4 Adding Information From Your Systems

You can upload information and store it against a SIM, there are 5 Custom Fields available the first of these is the 'Username' field from SIMPro v3, but you can edit any of these fields for your own information, enabling you to search for SIMs based on your own data.

3.5 Help

As well as this user guide, within the application there are help buttons, which will display help relevant to the section you are using at the time.

3.6 Key Contacts

Department	Contact Information
Customer Service	activations@wirelesslogic.com T: +44 0844 804 4111 – Option 3
Customer Support	acctmgt@wirelesslogic.com T: +44 0844 804 4111 – Option 2
Contracts	contracts@wirelesslogic.com T: +44 0844 804 4111 – Option 2
Sales	sales@wirelesslogic.com T: +44 0844 804 4111 – Option 1
Technical Support	support@wirelesslogic.com T: +44 0844 804 4111 – Option 4
Finance	creditcontrol@wirelesslogic.com invoice@wirelesslogic.com T: +44 0844 804 4111 – Option 5

Section 4. Using SIMPro

4.1 Accessing SIMPro

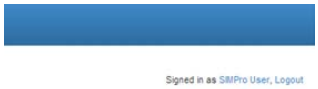
SIMPro 4 is available on the following URL https://simpro4.wirelesslogic.com

4.1.1 Logging On

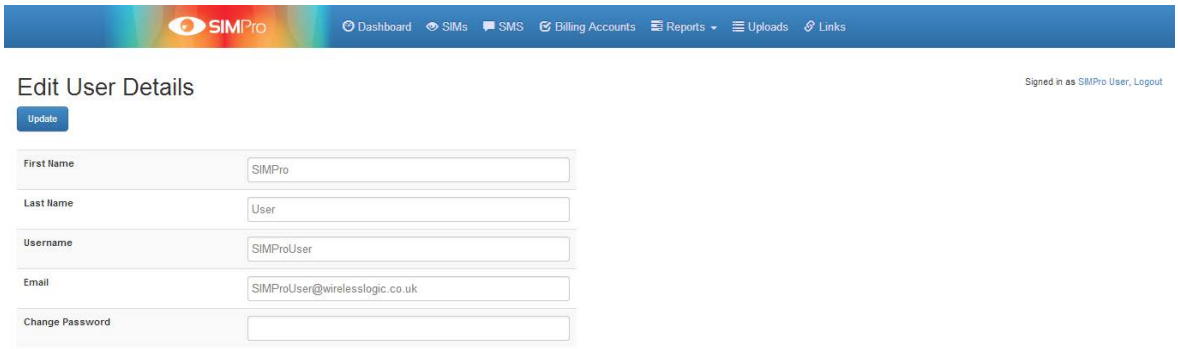
You will be prompted for your username and password; if you don't already have these our Customer Service department can create one for you.

4.2 Managing your User Account

Once you have logged into SIMPro, you are able to manage your user account, on the top right hand side of each screen you will see the user you are logged is as.



If you click on this it will take you to the user management page.



We advise you check your details are correct and make the necessary alterations to;

Your Name, Username, Email Address, and set a new Password.

When you have finished click ‘Update’.

4.2.1 Levels of User Access

SIMPro offers different levels of user access, this means certain areas of functionality can be restricted or enabled, depending on the requirement. The different levels of user access that are available are described below. To request users with restricted or enhanced abilities, please contact the Customer Service team.

ROLE_API_CUSTOMER – Customer API

ROLE_API_SMS – SMS API

ROLE_SIMPRO_USER – Basic role, everyone must have this

ROLE_BILLPRO – Access to BillPro

ROLE_UPLOADS – Basic upload access, for SIM swaps and usernames

ROLE_USAGE_REPORTS – NetPro reports

ROLE_TARIFFS – Ability to view tariffs

ROLE_BILLING_ACCOUNTS – View Billing Accounts

ROLE_BILLING_ACCOUNTS_ADMIN – Manage Billing Accounts

ROLE_CUSTOMER_SOLUTIONS – View Customer Solutions

ROLE_USER_PROPERTIES_ADMIN – Manage own User Details

ROLE_SIM – View SIMs

ROLE_USAGE_ALERT_ADMIN – Manage NetPro Usage Alerts

ROLE_SMS – Ability to use SMS functionality

ROLE_ACTION_EDIT_SIMS- Ability to edit SIMs

ROLE_ACTION_REQUEST_ACTIVATE – Ability to request activations

ROLE_ACTION_REFRESH – Ability to request a refresh

ROLE_ACTION_SIM_SWAP – Ability to request a SIM swap

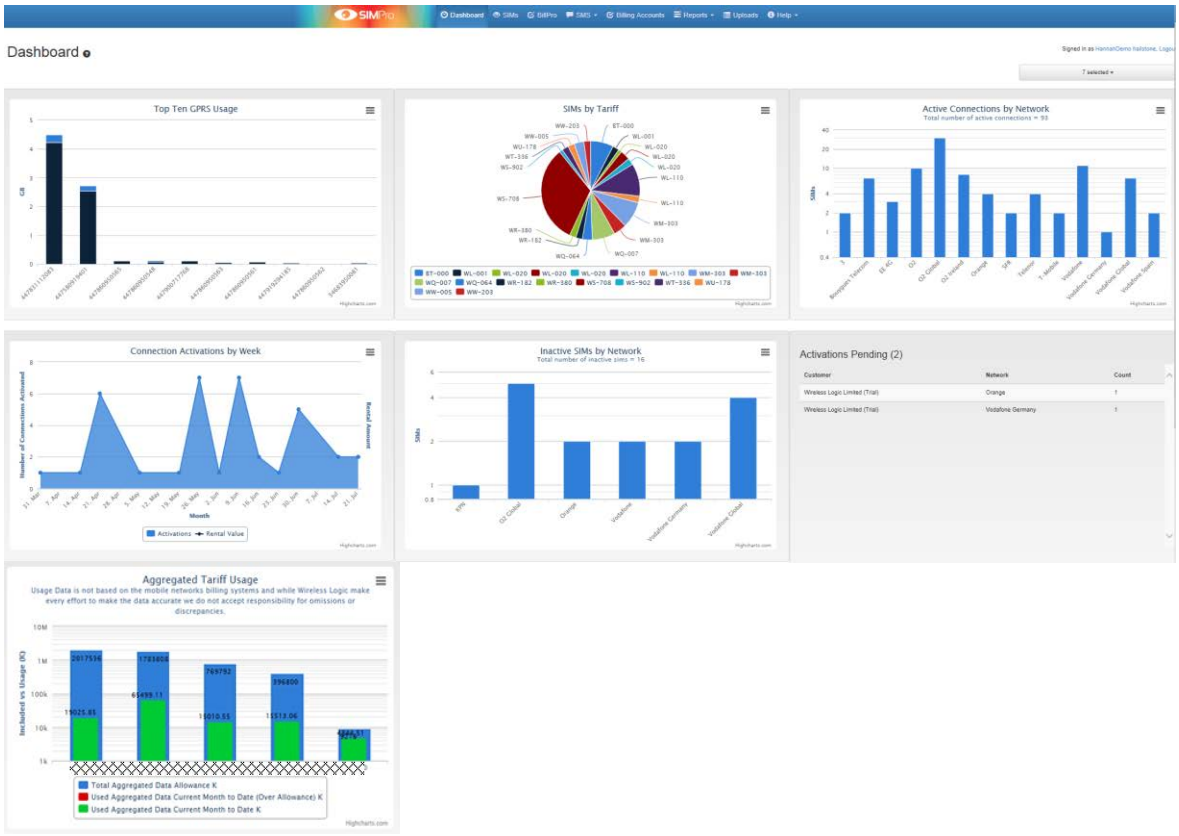
ROLE_ACTION_ENABLE_FULL_ BAR – Ability to request a full bar

ROLE_ACTION_REMOVE_FULL_ BAR- Ability to remove a full bar

ROLE_ACTION_ENABLE_ROAMING – Ability to enable roaming

ROLE_ACTION_DISABLE_ROAMING – Ability to disable roaming

4.3 The Customer Dashboard



The customer dashboard is intended to quickly show customer's key information about their SIM estate, there are a number of widgets available and we plan to add others over time;

- Top Ten GPRS - Allows customers to see their highest usage SIMs, which have transferred data over the Wireless Logic private APN's.
- SIMs by Tariff – Shows how many SIMs a customer has on each of their Tariffs
- Active SIMs by Network – Shows how many SIMs a customer has on each Mobile Network
- Activations by Week – Shows the customer's activation trend for the last 4 weeks
- Inactive SIMs by Network – Shows the customers inactive stock level for each Network
- Activations Pending – Shows how many connections are pending to be completed for each Network
- Aggregated Tariff Usage – Shows total amount of available pooled data per tariff. Also shows month to date usage vs. total available amount of data. Only available if utilising NetPro.

On most of the Widgets the graph is clickable and will take you directly to a filtered view containing the list of SIMs which makes up the data.

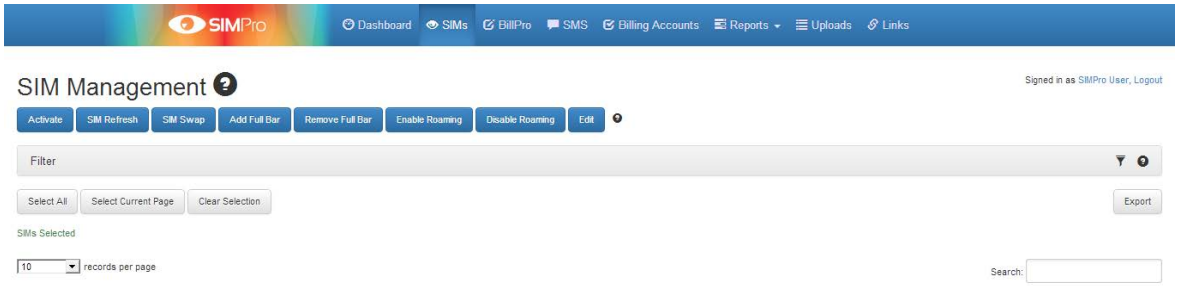
Users can customise the dashboard to show the desired information by editing which widgets are on display in the top right hand side of the screen.

Users can request to change the 'landing page' when logging in, allowing for flexibility per user experience. If required, please contact the Customer Service team.

4.4 SIM Management - Searching and Filtering to find the SIMs you want to work with

You can access the SIM Management screen which allows you to manage your SIMs by clicking on the 'SIMs' button on the Navigation bar.

Once you are there, by default you will see a list of every SIM on your base, you can then filter and search for the SIMs you are interested in.

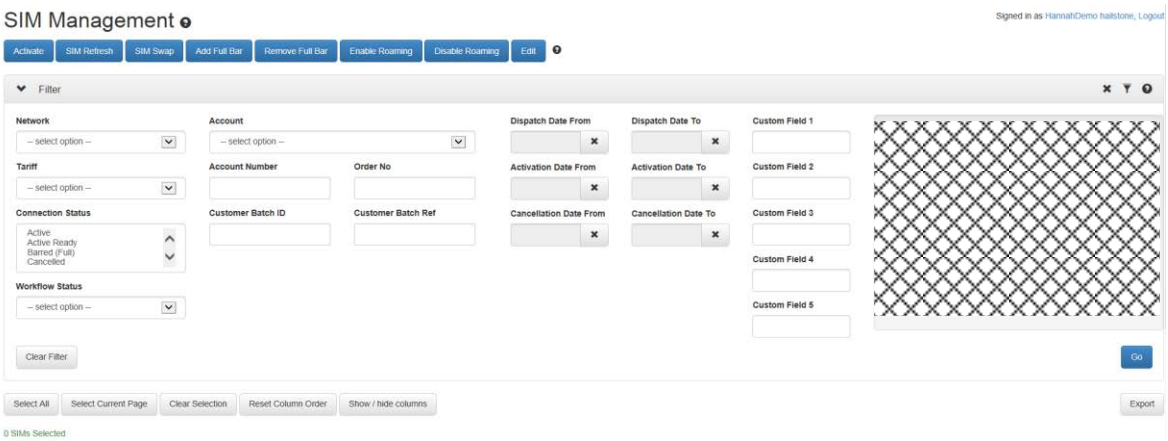


4.4.1 Quick Search

In the quick search box, you can enter any piece of information which you want to search for, for instance you can enter all or part of a SIM number, MSISDN, or any other piece of information displayed on the screen such as custom fields. If you only enter part of the data, the results will display any information that includes that data.

4.4.2 Filtering

If you click the Filter Button, then the filter panel will drop down. To keep the filter menu permanently in view, click the 'V' button next to the filter header.



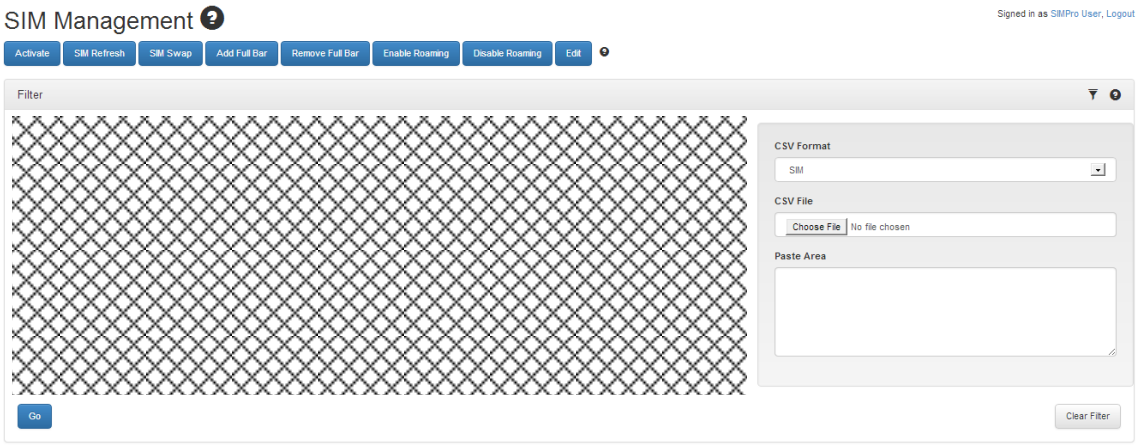
You can now set the filters you want, to limit the SIMs you can see in the table. When a filter is applied the Filter bar will turn green so that you know you have one or more filters enabled.

Once you have chosen the filters you would like to apply simply click 'Go'

To clear the filters you have applied, open the filter panel and click the 'Clear Filter' button on the bottom right hand side.

4.4.3 Pasting or Uploading Lists

The right hand side of the filter panel allows you to search for SIMs either by uploading a csv file or by pasting a list on to the screen.



Firstly, you should select which identifier you plan to paste or upload. You can search by;

- SIM Number (either the Full ICCID or Scanned SIM Number which may be different)
- MSISDN (in International or Local format)
- IMSI
- Data Numbers (in International or Local format)

Once you have selected the identifier you will be using, you can either paste your list of identifiers into the available box on the screen.

Or, you can select the file which contains your list, by clicking ‘Choose File’;

The maximum number you can paste or upload at one time is 2000.

4.4.4 Customising Results

The amount of displayed results can be customised, by changing the ‘records per page’ filter to show less or more per page.

The column order can be modified by dragging the columns into the desired order or by clicking the ‘Show/Hide columns’ button and selecting which information you require on the results.

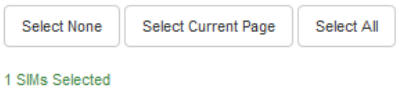
Once the information is displayed, the columns can all be sorted into either ascending or descending order by clicking on the arrow in the column header.

4.5 SIM Management - Carrying out Actions on SIMs

PLEASE NOTE: Not all actions are available across different networks; therefore if the option is not available, it will not be displayed.

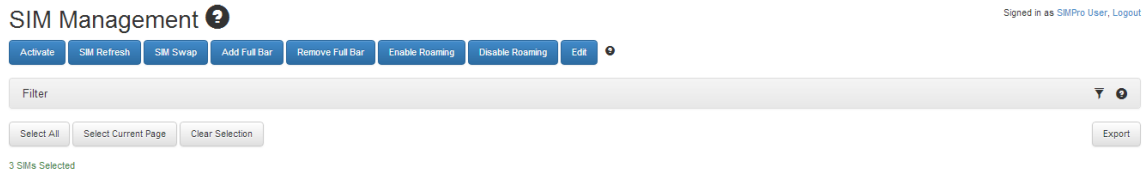
Once you have found the SIMs you are interested in, you can carry out various actions on those SIMs. To do this you should tick the box next to the SIMs;

Or you can use the select buttons;



- ‘Select None’ will clear any selections you have made;
- ‘Select Current Page’ will select all of the SIMs visible on the current page;
- ‘Select All’ will select all of the SIMs you have searched for on all pages.

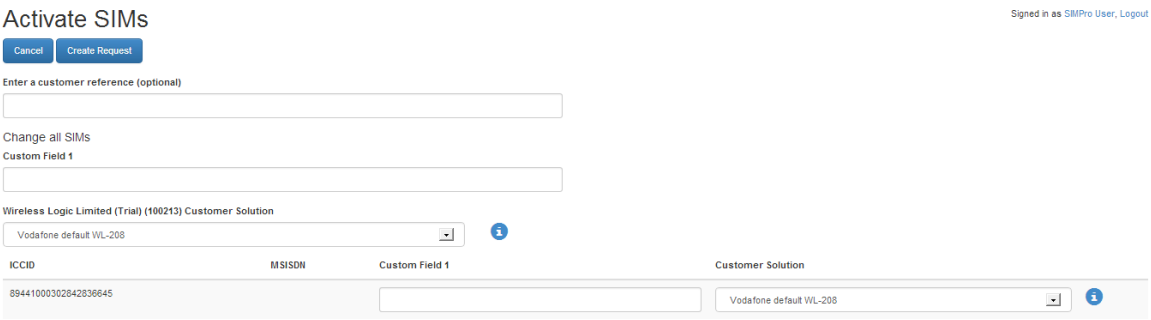
Once you have made you selection, you can carry out actions using the Action Buttons across the top of the SIM Management Screen.



4.5.1 Activating SIMs

Select the SIMs you wish to activate and click the ‘Activate’ Button

You will be taken to the ‘Activate SIMs’ page;



If you would like to put a reference against the request so that you can track it against your own systems, then you should enter the reference (this is optional).

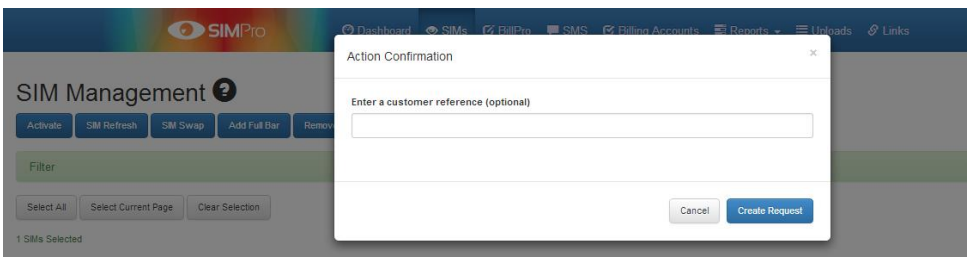
If you would like to add a username to the connection, this should be entered into the ‘Custom Field 1’.

You can then select the Customer Solution you would like to use as the activation profile from the Customer Solution drop down. If you want to view the details of a particular Customer Solution, select it and then click the info button to display the full detail of the solution.

Once the details have been completed, press ‘Create Request’.

4.5.2 Refreshing SIMs

Select the SIMs you wish to refresh and click the click the ‘SIM Refresh’ Button

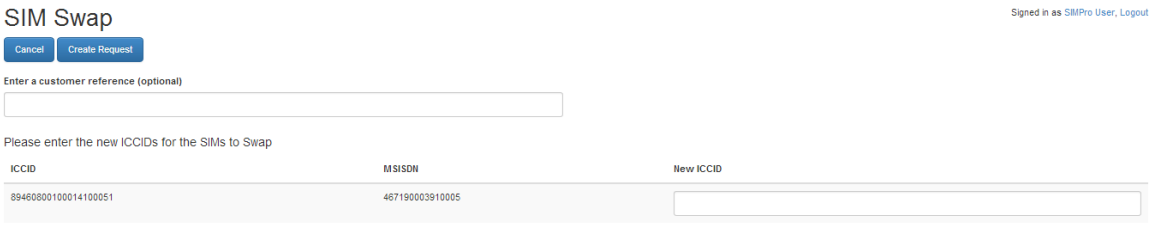


If you would like to put a reference against the request so that you can track it against your own systems, then you should enter the reference (this is optional).

Click ‘Create Request’.

4.5.3 SIM Swaps

Select the SIMs you wish to swap and click the ‘SIM Swaps’ button.



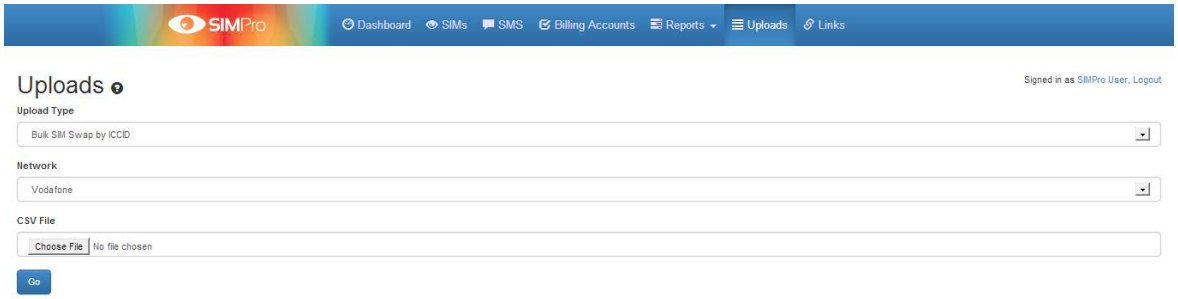
If you would like to put a reference against the request so that you can track it against your own systems, then you should enter the reference (this is optional).

A list of the ICCID’s and the current MSISDN’s will appear and against each SIM listed in the request, you will need to enter the new ICCID of the SIM you want to swap the connection to. All properties of the connection will remain the same, but be swapped to the new SIM.

Click ‘Create Request’.

4.5.4 SIM Swaps (Bulk)

Alternatively, there is a function for completing bulk SIM swaps (more than 1 request).You can go to the ‘Uploads’ section on the Navigation Bar to complete this request.



In the Upload Type filter there are two options for Bulk SIM Swap, ‘Bulk SIM Swap by ICCID’ or ‘Bulk SIM Swap by MSISDN’. The first requires you to provide the ICCID of the current SIM and the ICCID of the new SIM, the second requires you to provide the MSISDN of the current Connection and the ICCID of the new SIM.

For example, to swap the connection 447894569012 from the SIM 89441000301679271322 to the new SIM 89441000301679271314 your file would look as follows;

For ‘Bulk SIM Swap by ICCID’

89441000301679271322, 89441000301679271314

For ‘Bulk SIM Swap by MSISDN’

447894569012, 89441000301679271314

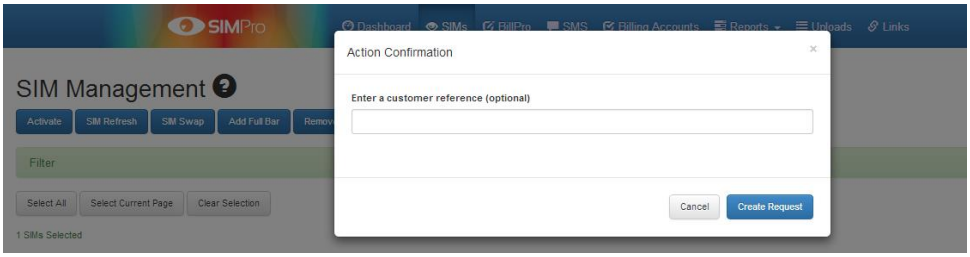
Next, select the network on which you want to carry out the swap. Then click the ‘Choose File’ button and you will be able to browse for the .csv file to upload.

Click ‘Go’

A list of SIM Swaps will be displayed showing the existing ICCID, the MSISDN of the connection and the new ICCID on to which it will be swapped. You also have the opportunity to add a customer reference to allow you to track the request against your own systems.

4.5.5 Managing Bars - Adding a Full Bar

Select the SIMs you wish to bar and click the click the ‘Add Full Bar’ Button

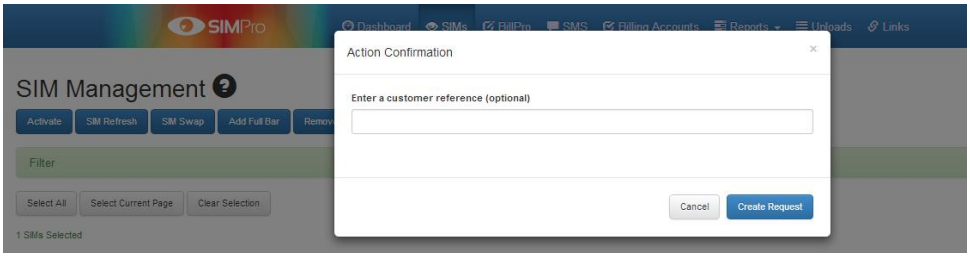


If you would like to put a reference against the request so that you can track it against your own systems, then you should enter the reference (this is optional).

Click ‘Create Request’.

4.5.6 Managing Bars - Removing a Full Bar

Select the SIMs you wish to unbar and click the click the ‘Remove Full Bar’ Button

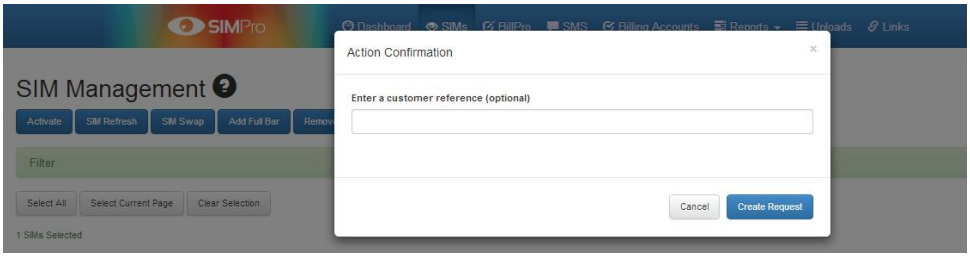


If you would like to put a reference against the request so that you can track it against your own systems, then you should enter the reference (this is optional).

Click ‘Create Request’.

4.5.7 Managing Services - Enable Roaming

Select the SIMs you wish to enable and click the click the ‘Enable Roaming’ Button

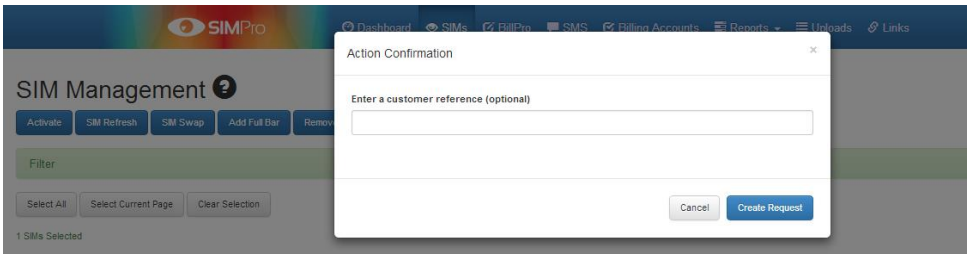


If you would like to put a reference against the request so that you can track it against your own systems, then you should enter the reference (this is optional).

Click ‘Create Request’.

4.5.8 Managing Services - Disable Roaming

Select the SIMs you wish to disable and click the click the ‘Disable Roaming’ Button



If you would like to put a reference against the request so that you can track it against your own systems, then you should enter the reference (this is optional).

Click ‘Create Request’.

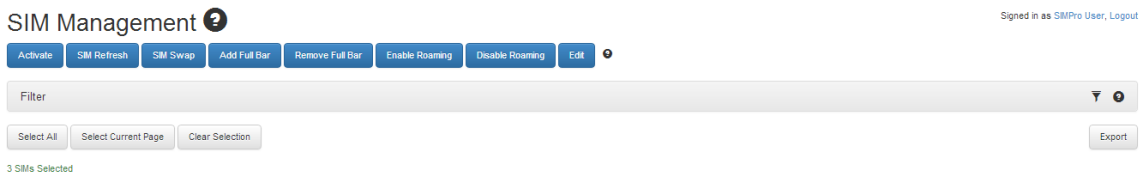
4.5.9 Service Level Agreements (SLA’s)

The below time scales apply to requests made via SIMPro.

- 1-5 refreshes, bars, updates to international and roaming will be requested/completed within 3 hours
- 5+ refreshes, bars, updates to international and roaming will be requested/completed within 24-48 hours

4.6 SIM Management - Exporting Data

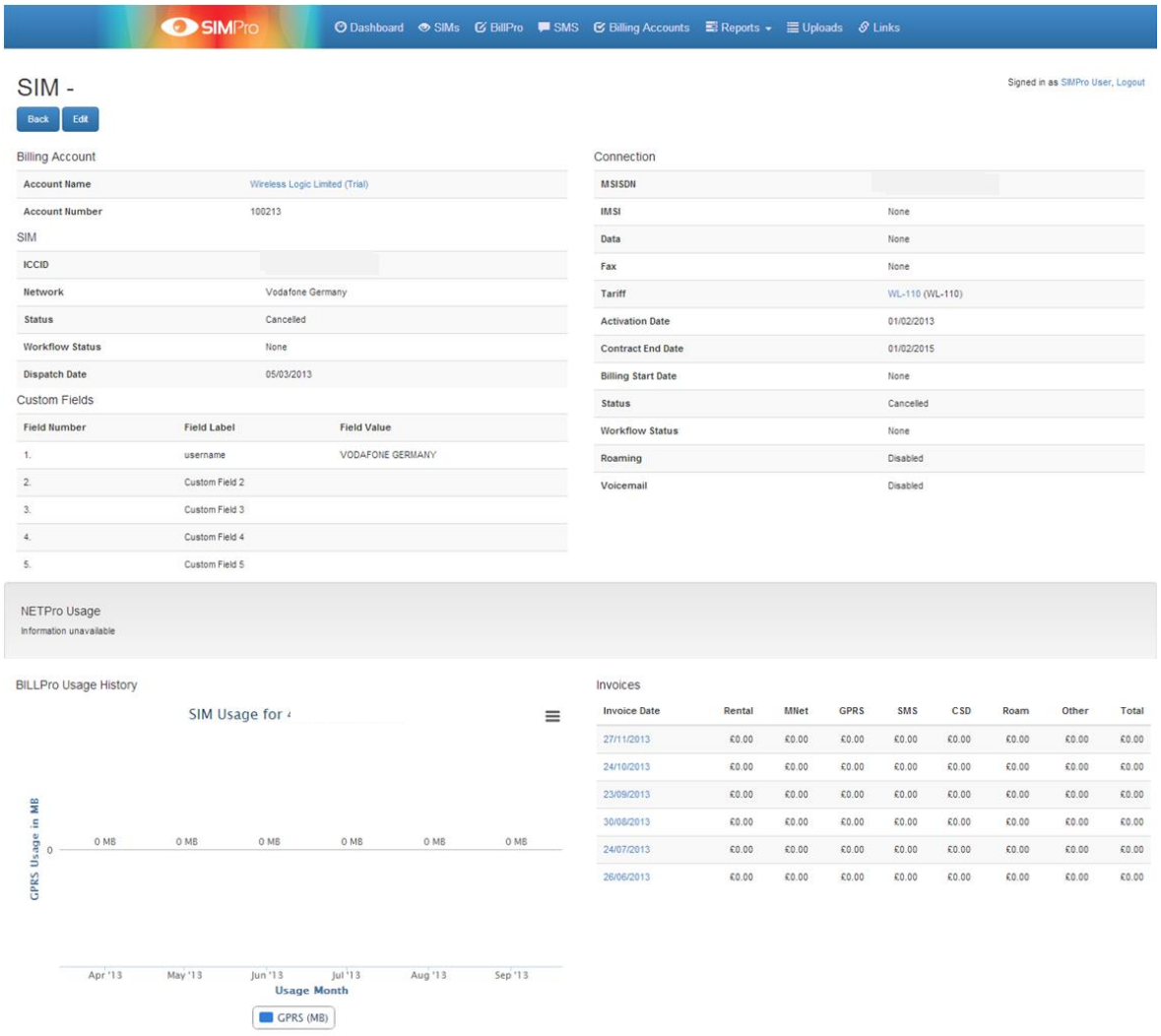
Find the SIMs you are interested in using the Quick Search, Filter, or Paste and Upload panel as if you were going to perform an action, and press the export button on the right hand side.



The results will then be sent to the email address that is registered in your user profile. There is no limit to the amount which can be exported, but if the value is over 75,000, it will be split into multiple files.

4.7 SIM Management - Individual SIM Details

Clicking on an individual ICCID will take you to a detail screen, which shows all attributes for the SIM.

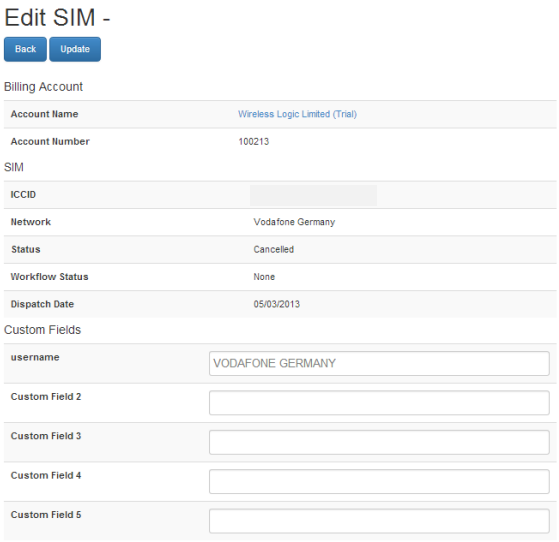


At the top of the screen on the left, you have detailed information about the billing account for the SIM, the details and any custom data you have uploaded. On the right you have detailed information about the connection on that SIM including the Tariff, which you can click on to retrieve further details.

At the bottom of the screen you have a graph showing details of the current months usage for that SIM (this only works if the SIM uses our NetPro service), and the recent invoice usage and charges against that SIM.

4.8 SIM Management - Edit SIM Details

You can also click ‘Edit SIM’ to amend the custom fields associated with that SIM.

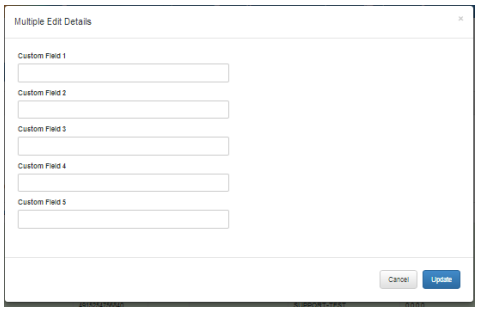


When you have entered the required data click ‘Update’ to save the changes.

4.9 SIM Management - Multiple SIM Edit

If you want to edit more than one SIM you can do this on the main SIM Management screen. Find the SIMs you are interested in using the Quick Search, Filter, or Paste and Upload panel.

Once selected, click the ‘Edit’ button; a box will be displayed as below.

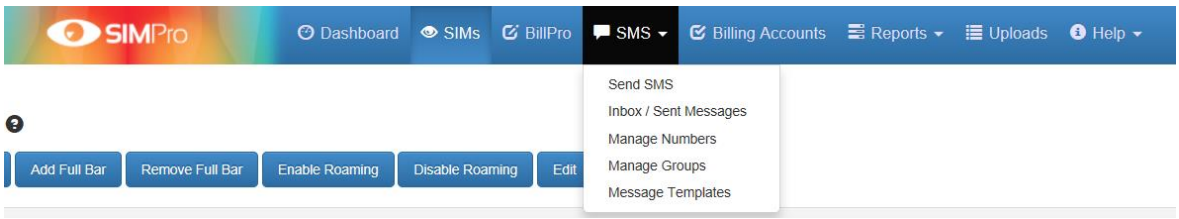


Enter the custom field data you want to apply to the group of SIMs and click ‘Update’. The Custom Fields of all of the selected SIMs will be updated to the entered data. (Note: if you leave a field blank it will overwrite any data already in that field)

If you want to update the custom data on lots of SIMs but have different data for each SIM then you can use the Upload Custom Field Option, from the ‘Uploads’ menu.

4.10 SMS

Clicking on 'SMS' on the navigation menu will present you with different options regarding sending SMS, viewing messages, managing your connections and templates through the Wireless Logic SMS platform.

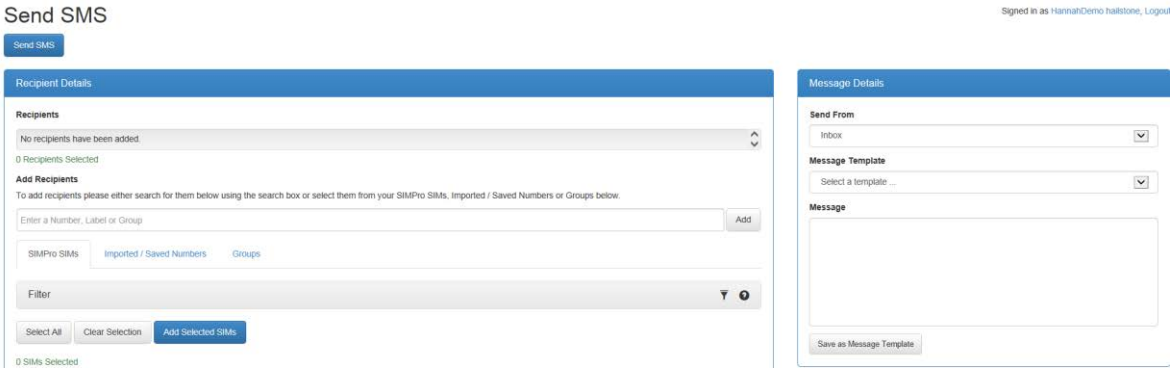


Using the SMS platform is restricted to those users who have been granted the SMS role within SIMPro and are assigned a primary billing account. This primary billing account is used to calculate the charges for the SMS usage you incur.

If you do not have access to the SMS platform or would like to discuss your SMS tariff, please contact your account manager who will be able to discuss this further.

4.10.1 Sending SMS

Click on 'Send SMS', this will show you the interface where you can send SMS.



To send an SMS please follow these steps:

Please Note: The SMS service is international and requires all recipients to be entered in an international format starting with the correct international code. This code must exclude beginning with '00' or a '+

1. In the 'Message Details' box you can choose which 'Send From' (inbox) you want to use. If you have multiple inboxes you will see a list of these. If you only have one inbox you will just have the default 'Inbox' option.
2. In the 'Recipients Details' box you are able to enter a MSISDN, label you have associated with a MSISDN or a group you have setup. If you start typing into the 'Recipient' box you will see any available devices or groups based on what you have typed.
3. Select either a message template or enter text in message box.
4. Press 'Send SMS'
5. To see the live status of the SMS, click on the link in blue at the bottom of the page.

4.10.2 Live Message Status

The status will refresh every 10 seconds and provide an update:

1. Sent – this is the first possible status. It means SIMPro has received the request and sent it on via our SMS provider.
2. Pending – the provider has the message and its now pending. This means it is waiting delivery.
3. Delivered – the message was delivered and has been received by the recipient.
4. Expired – The SMS validity period varies per network and if the SMS remains undelivered it will eventually expire on the network.

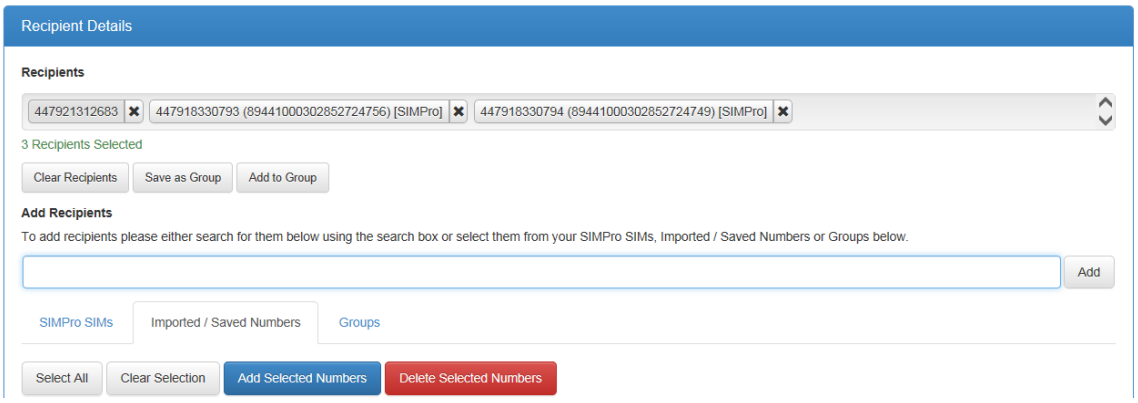
4.10.3 Adding Recipients

Besides the below methods, if you know the connection you wish to SMS, you can simply begin typing the number/group name in. Alternatively, there are three methods available to add recipients to send an SMS to:

1. SIMPro SIMs – this displays your existing connections, you can find the required numbers by searching within the results and ticking the selection to confirm.
2. Imported/Saved numbers – SMS can be sent to connections outside of the existing SIMPro base. Enter the MSISDN for the connection and press add, this will remember the details going forward in the 'imported/saved numbers' tab
3. Groups – can be created for sets of connections, if searching a number, it can either be added to an existing group or if needed a new group can be created.

Press 'Add' to confirm the connections into the Recipient's box. The total amount of recipients will be displayed under the results.

To remove a connection/group from the Recipients box, press the black cross next to the line of data.



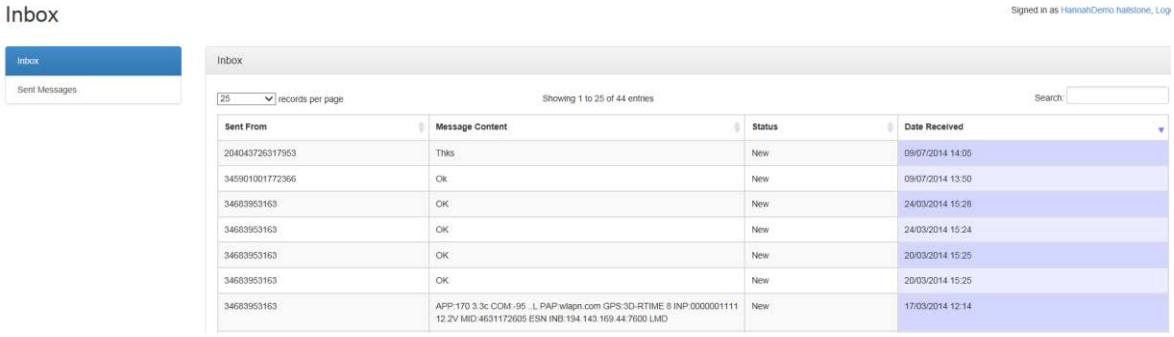
When you add more than one device to the 'Recipient' list you then have the option to add the devices to an existing group. Alternatively, you can create a new group from the list of devices in the 'Recipient' list.

Clicking the 'Save as Device Group' or 'Add to Device Group' buttons will present you with a popup that will allow you to do this.

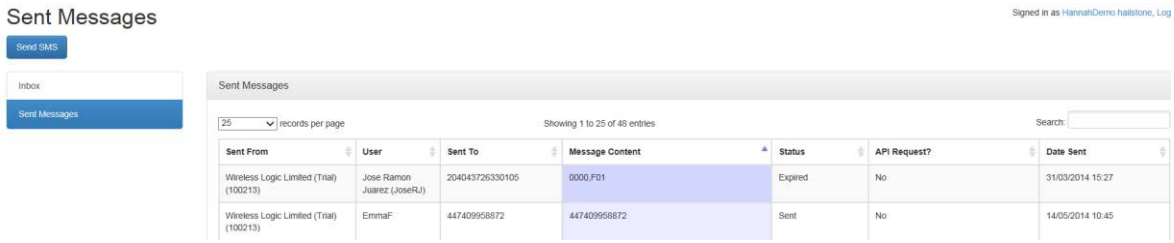
4.10.4 Inbox/Sent Message

Clicking on ‘Inbox / Sent Messages’ on the ‘SMS’ menu will show you all the messages you have sent and received and the status of any of the messages.

On the Inbox tab, it will detail the ‘sent from’ number, content of the message, status and a time stamp of when the message was received.



To view the sent items, change the tab to ‘Sent Messages’. This will show where the SMS has been sent from, the user who requested to send the SMS, the destination number, message content, status of the delivery, if it was requested via API and the time and date stamp. All previous sent messages will be stored and can be found using the ‘search’ box.



4.10.5 Manage Numbers

Clicking on ‘Manage Numbers’ on the ‘SMS’ menu will show you the manage numbers interface. It will list all previous numbers which have been imported outside of the SIMPro base.

It is possible to delete any imported numbers which are no longer required, by selecting the line of data and pressing ‘Delete’.

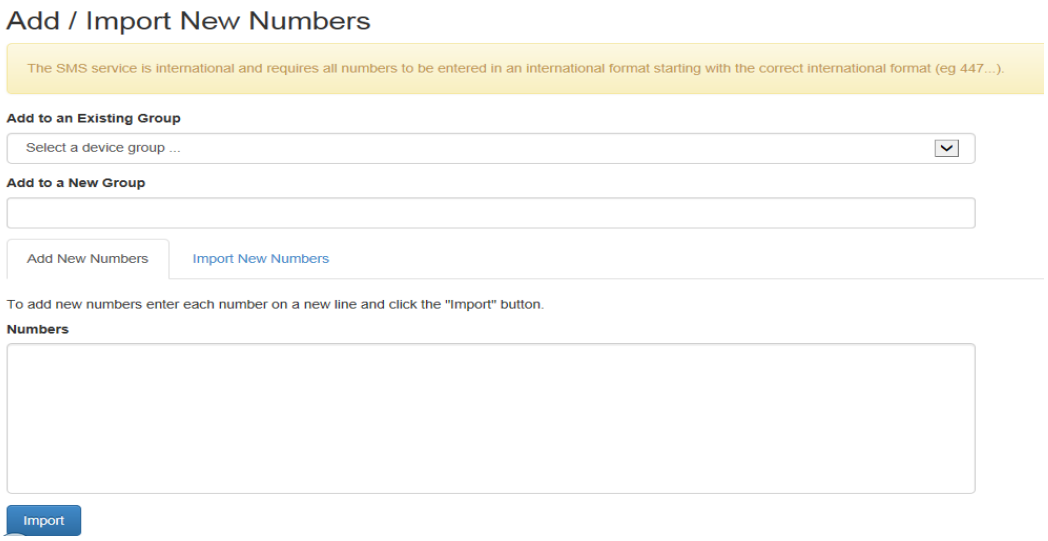
There are two methods available to add new numbers into SIMPro.

Firstly either choose the existing group that you are adding the numbers to, from the drop down ‘Add to an Existing Group’ or secondly, create a new group by typing the new group name in the ‘Add to a New Group’ box.

Please Note: The SMS service is international and requires all recipients to be entered in an international format starting with the correct international code. This code must exclude beginning with ‘00’ or a ‘+

If you have a list of the numbers to add, these can be copied into the paste area and then click ‘Import’.

Alternatively, if you have a .csv file, these can be imported by clicking on the ‘Import New Numbers’ tab, and selecting the file and clicking ‘Import’.


Add / Import New Numbers
The SMS service is international and requires all numbers to be entered in an international format starting with the correct international format (eg 447...).
Add to an Existing Group
Select a device group ...
Add to a New Group
Add New Numbers
Import New Numbers
To add new numbers enter each number on a new line and click the "Import" button.
Numbers
Import

4.10.6 Manage Groups

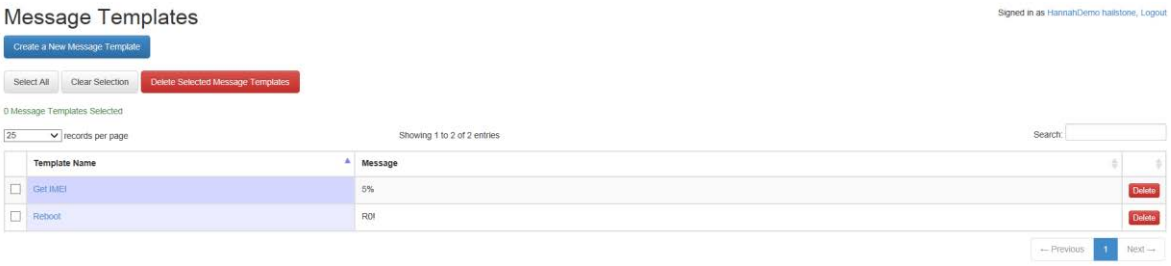
Select ‘Manage Groups’ from the drop down list, within the SMS menu in the navigation bar, to show the current groups.

All current groups will be listed, along with the total amount of connections included, broken down to those within SIMPro and those ‘imported/saved numbers’. To edit the group name or connections within the group, click on the hyperlink. This will then allow you to edit the name of the group and connections. To remove connections, select the line of data and click ‘delete selected numbers’.

To create a new group, enter the group name and press ‘create’. Then add and remove connections as needed.

4.10.7 Message Templates

Clicking on 'Message Templates' on the 'SMS' menu will show you a list of all your message templates and allow you to create, update and delete them.



To add a new message template, click on the 'Create a New Message Template' button. This will load an empty template message for you to create and save. Complete the 'Template Name' box and fill in the 'message' box with the required content. Click 'Save'. This will now appear as a template when sending an SMS.

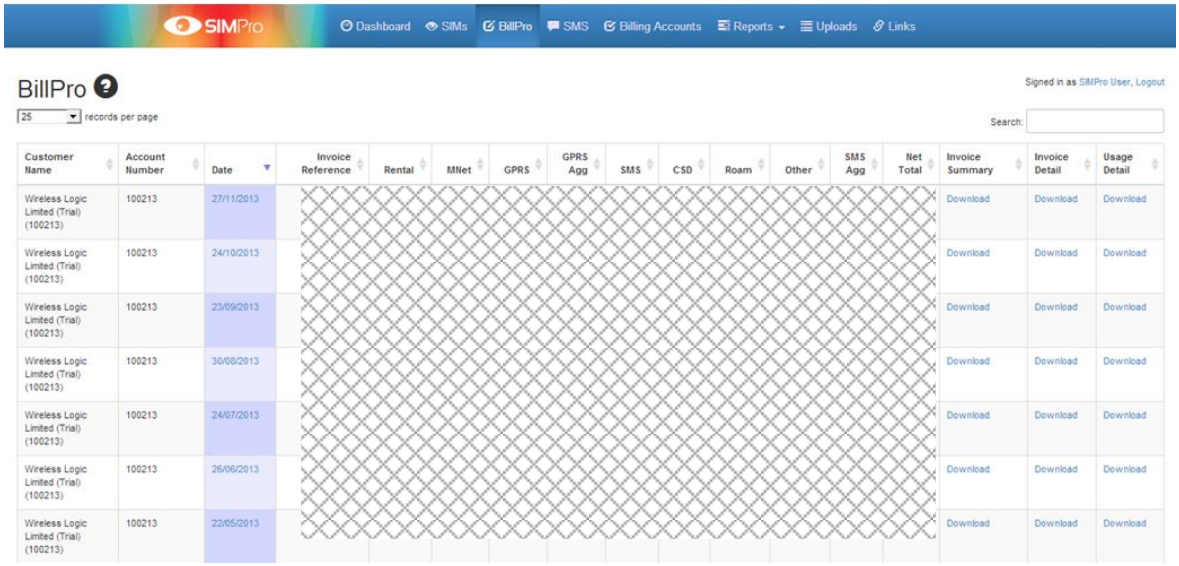
To edit a template name and content, click on the hyperlink of the template name. This will allow you to make changes to both fields. Click 'Save'.

To delete a message template, click the 'Delete' button next to the message template you want to remove.

4.11 BillPro - Invoice List

Clicking on 'BillPro' on the navigation menu will show the Invoices for your account. From here, you can drill down into the individual invoice details or download one of three levels of invoice data.

BillPro access is restricted to those users who have been granted the finance role within SIMPro. By default, this will be the primary billing contact given to Wireless Logic. If you would like other users to have access to billing information please contact our Customer Service Team, who will be able to arrange this for you.



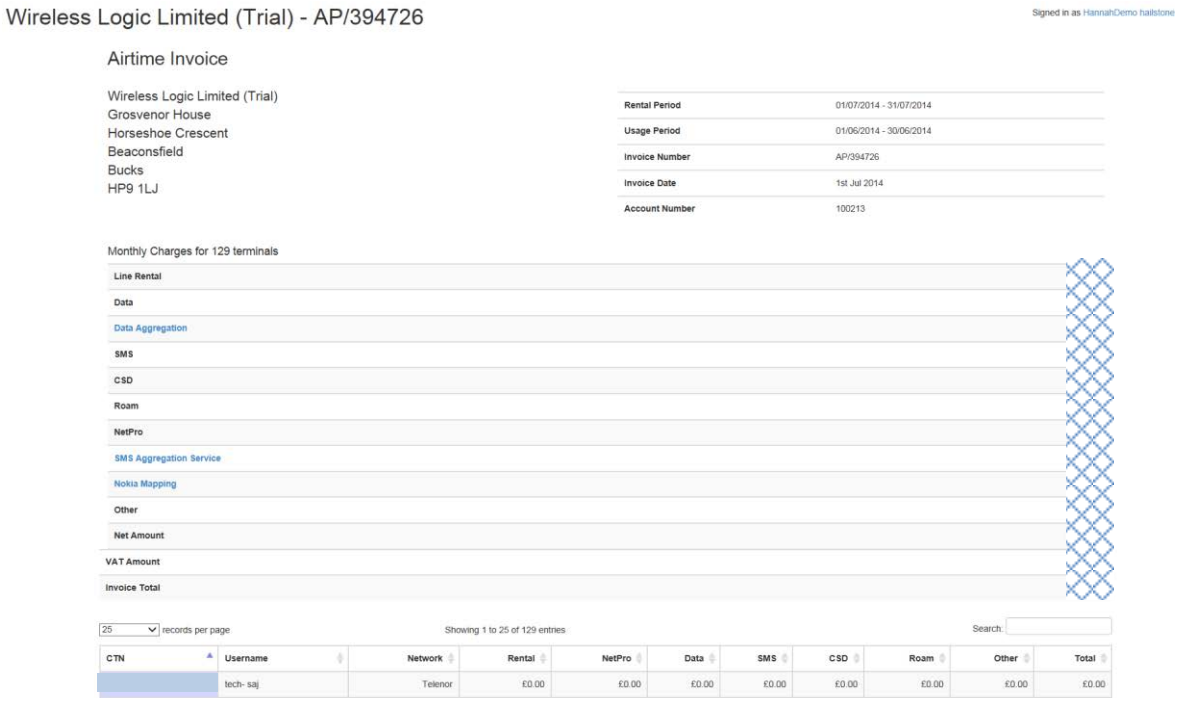
4.11.1 Invoice Reports

There are 3 levels of data available to customers;

- Invoice Summary – Details the breakdown of charges by CTN and charge type, also includes custom field 1 (username) against the connections.
- Invoice Detail - Details the breakdown of charges by CTN, charge type and also total usage statistics for each charge type. It also contains network, username, SIM number, activation date, custom field 1, tariff code and inclusive tariff allowances against actual usage.
- Usage Detail - Details billing session data for each SIM on your account.

4.11.2 Invoice Drilldown

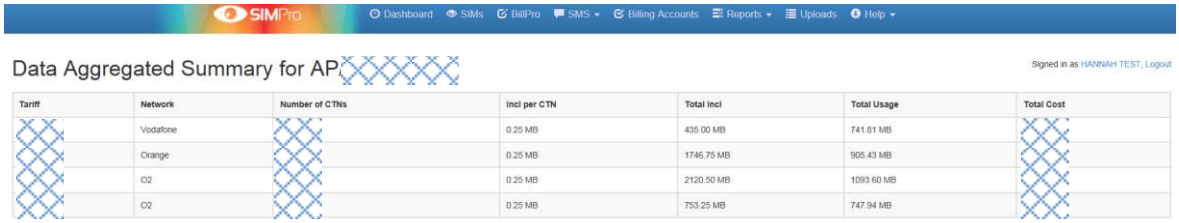
Clicking on an 'Invoice Date' will take you to a more detailed view for that invoice. This will display all of the information which is included on your invoice and then a breakdown for each mobile number on your account, including, Line Rental, Usage charges for Data, SMS, CSD, Roaming etc.



4.11.3 Invoice Drilldown - GPRS Aggregation

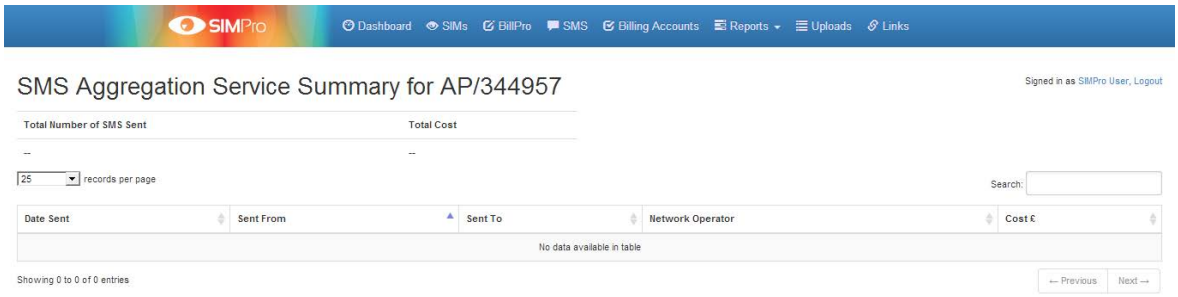
Clicking on the 'Data Aggregation' link will show you details of how the aggregation charges are calculated. This breakdown will show all of the aggregated tariffs, network, quantity of MSISDN's, inclusive data allowance per tariffs, total available amount of data, total usage and the cost for any usage outside of the usage allowance.

Clicking on the 'Total Cost' link will show each MSISDN on that tariff and the total amount of usage in MB each connection has had.



4.11.4 Invoice Drilldown - SMS Aggregation Service

Clicking on SMS Aggregation Service will detail all SMS messages and charges associated with the use of our SMS aggregation service.

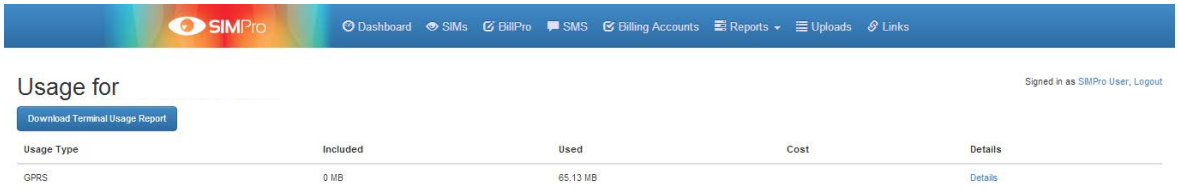


4.11.5 Invoice Drilldown - Nokia Mapping

Clicking on Nokia Mapping will display charges associated with the use of Nokia mapping data and platforms.

4.11.6 Invoice Drilldown - Individual Number

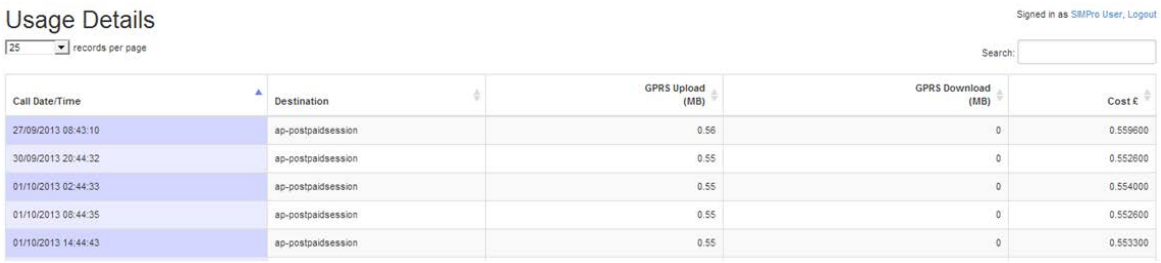
You can also click on an individual number and drilldown to a more details report of the usage against that SIM and the associated costs.



From here, you can also download a detailed usage report for this connection by clicking on 'Download Connection Usage Report'; the report will be emailed to you, once generated.

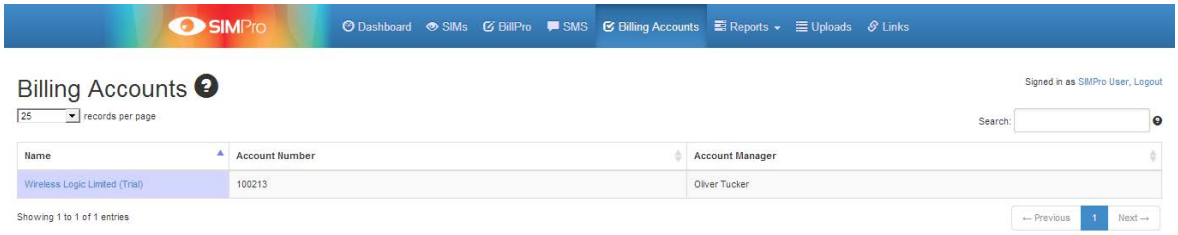
4.11.7 Invoice Drilldown - Individual Number Detail

You can access full detail of sessions etc. by clicking on 'Details'.



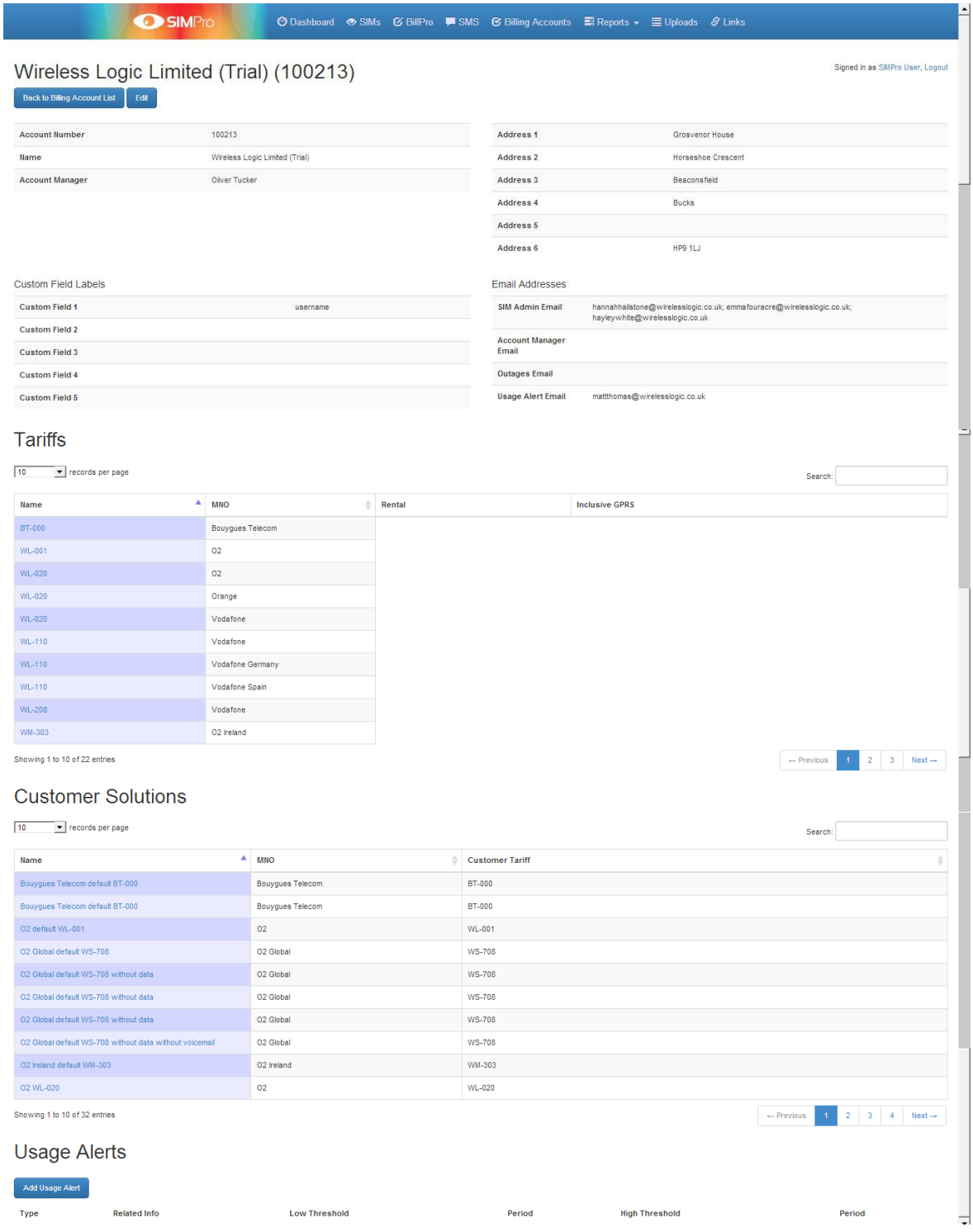
4.12 Billing Accounts

The billing accounts tab on the navigation menu allows you to look at your account details; you will see a list of accounts which your user has access to manage;



4.12.1 Billing Accounts - Account Details

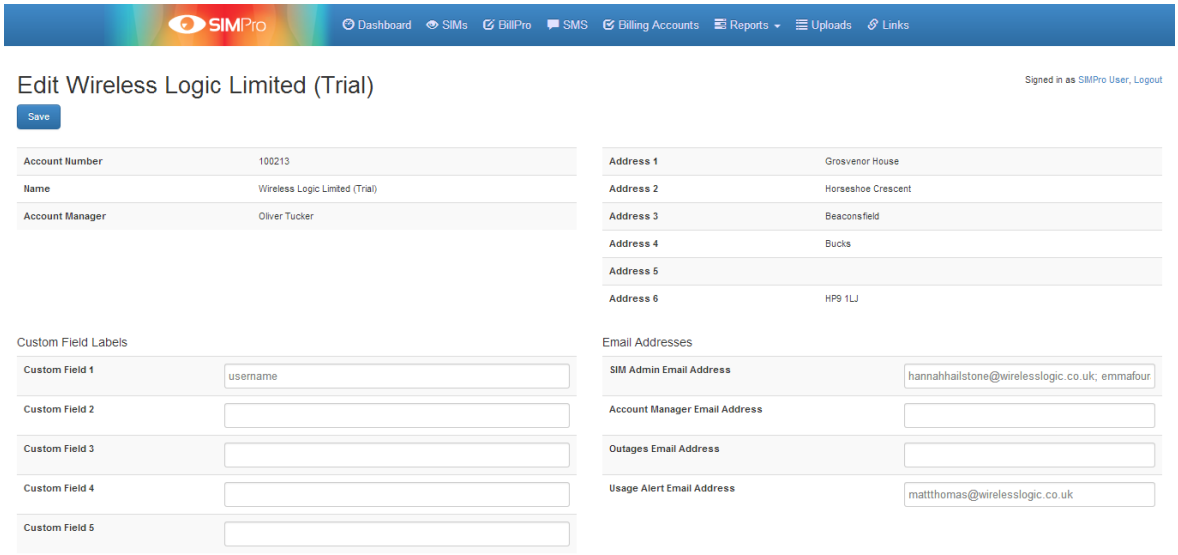
Clicking on the account name will take you to the Account Details screen;



The Account Details screen displays your full account details, the tariffs you have available, and the customer solutions you have configured and any usage alerts you have setup.

4.12.2 Billing Account - Account Details - Edit

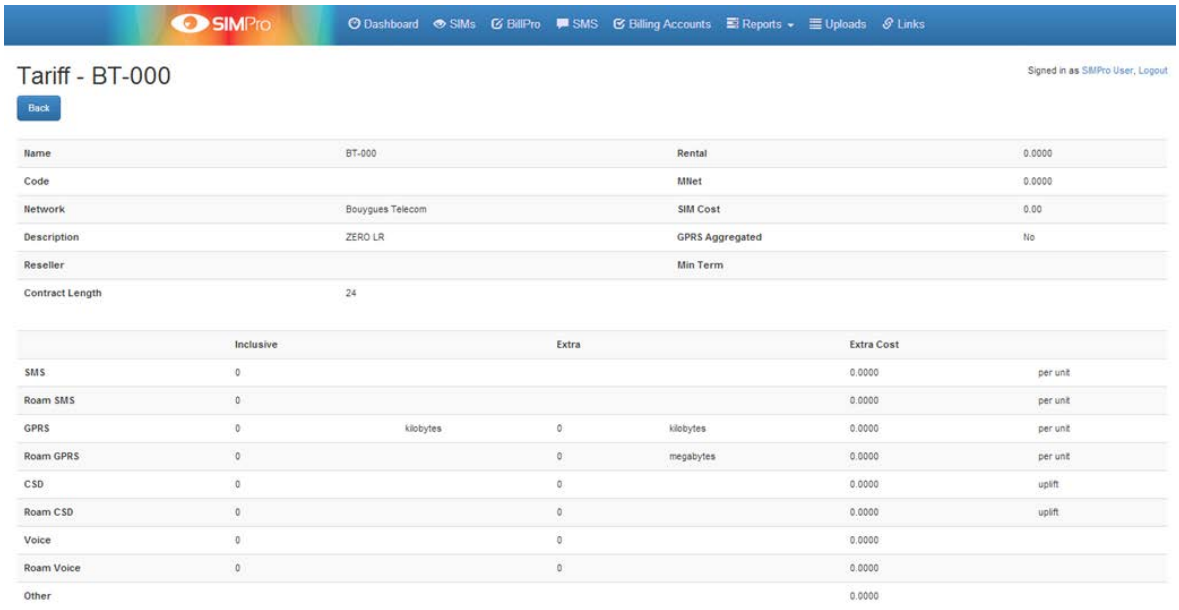
By clicking ‘Edit’ you can amend the labels for the custom fields used on your account, and the email addresses which are used to notify people for various reasons such as Usage Alerts and Outage Notifications.



When you have finished editing the details simply click ‘Update’ to save you changes.

4.12.3 Billing Account - Tariff Details

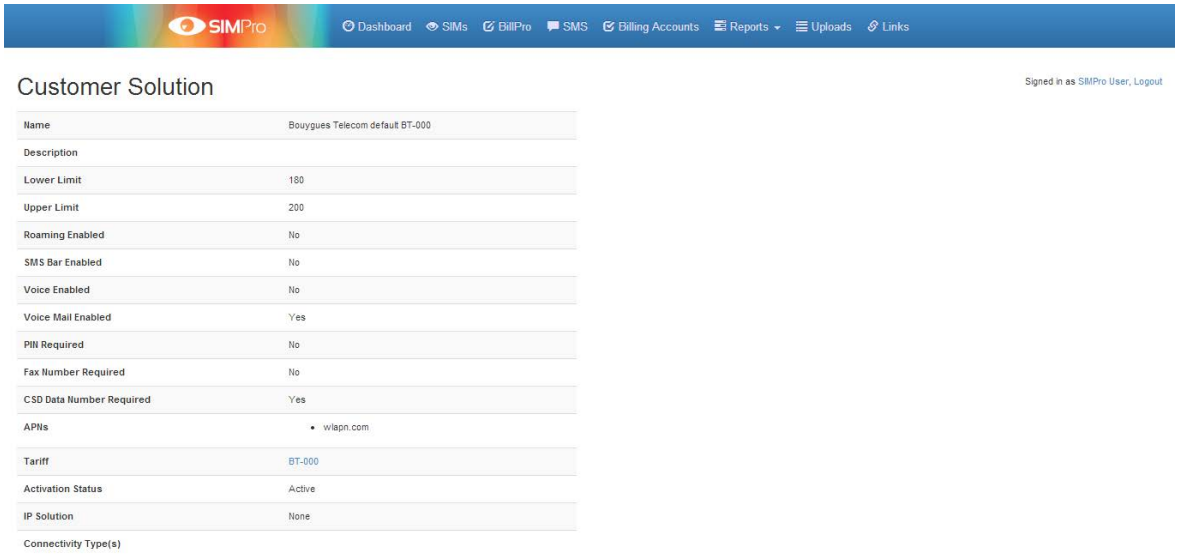
Clicking on the tariff code will take you to the Tariff Details screen (you can also get to this by clicking on a tariff code in SIM Details).



The full tariff details are visible including the Line Rental, the level of inclusive Data and other services, and the charges associated with additional usage and roaming.

4.12.4 Billing Account - Customer Solution Details

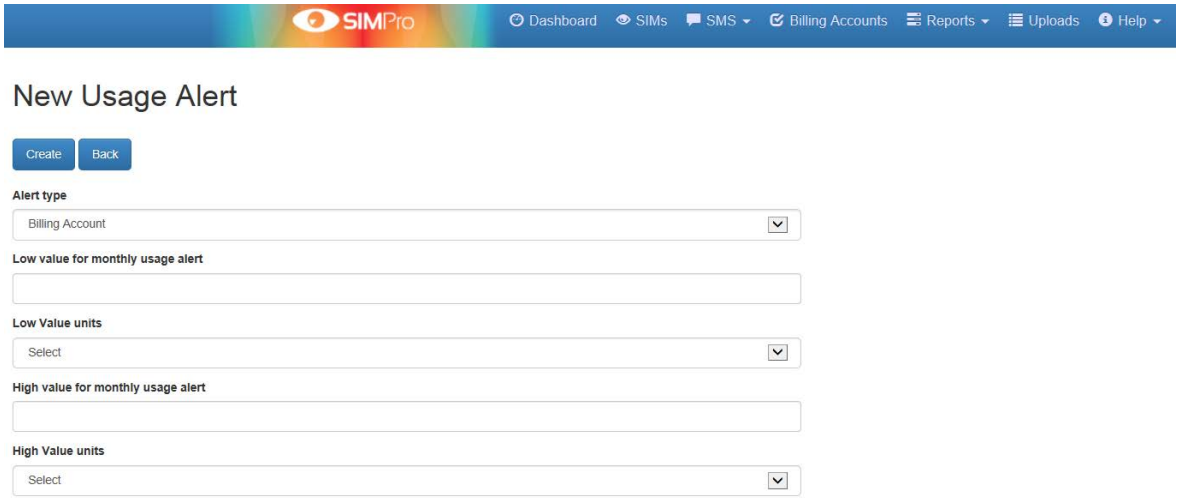
Clicking on the customer solution name will take you to the Customer Solution Details screen.



This shows the activation profile which is used to activate SIMs on this Customer Solution, it includes details about Connection Requirements such as Data and Fax Numbers, Services, such as Voice, Roaming, the APN's to be associated with the SIM, the Tariff code and the IP solution required.

4.12.5 Billing Account - Setting Usage Alerts

The ability to set up usage alerts is only available in SIMPro for SIMs which make use of our NetPro service and only for Data (not SMS, CSD, or Voice).Click on 'Add Usage Alert' at the bottom of the Billing Account page.



There are three different alert types available:

- Billing Account – provides an alert across the entire base of connections
- Tariff level – provides an alert for all connections within the same tariff
- MSISDN level – provides a bespoke alert for individual connections

Enter the 'low value for monthly usage alert', followed by the value of this amount from the drop down list.

Finally, enter the 'high value for monthly usage alert', followed by the value of this amount from the drop down list.

Press 'Create'.

A daily summary email will be sent from 'activations@wirelesslogic.com' to the registered email addresses in the 'Usage Alert Email' section on the billing account page. If this field is blank, it will prompt for an email address to be added before creating an alert. The daily summary email will contain the following information:

- SIM
- MSISDN
- IMSI
- Network
- Custom field 1
- Inclusive tariff data allowance
- Monthly low and high alert value
- Dates the low and high alerts were reached
- Month to date usage

4.13 Reporting - NetPro Usage

4.13.1 Types of usage reporting

Usage Reporting is available in SIMPro only for SIMs which make use of our NetPro service and only for Data (not SMS, CSD, or Voice). Also, the usage system does not distinguish between local and roaming usage.

Different types of usage monitoring are available dependant on which MNO is being utilised, if available, usage reporting will be in one of the following types:

- Real time on session close
- Real time on session close and current open session updates at least daily
- Month to date usage, updated every 1-2 hours, including current open sessions

For more information on what each MNO can offer, please speak to your Account Manager.

Usage Data is not based on the mobile networks billing systems and while Wireless Logic make every effort to make the data accurate we do not accept responsibility for omissions or discrepancies.

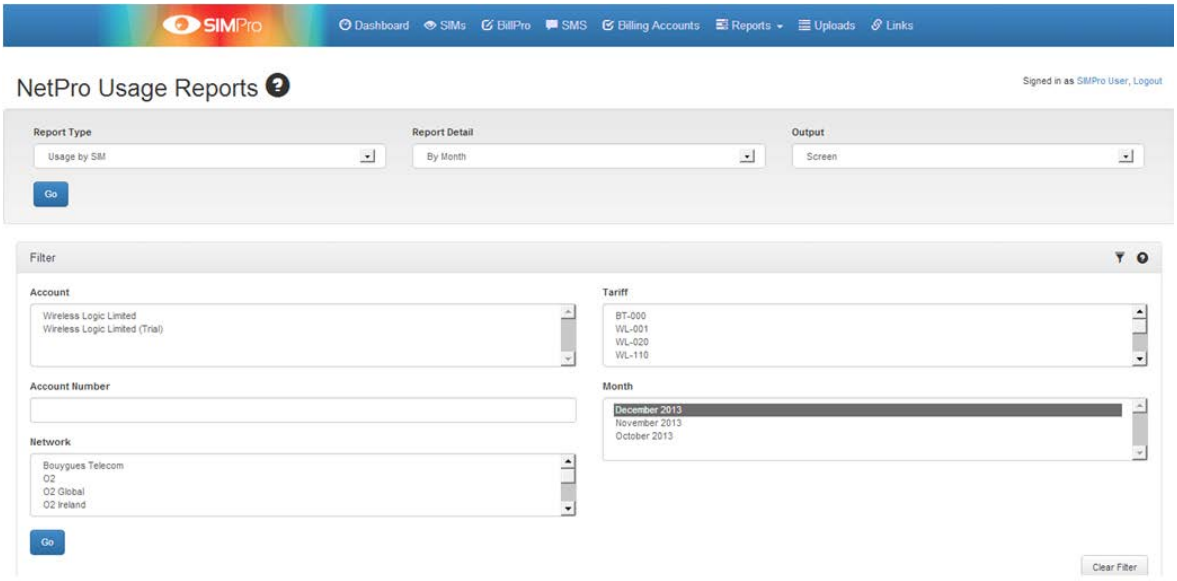
4.13.2 Generating usage reports

Clicking on Reports and selecting NetPro Usage from the menu will take you to the NetPro Usage Reports screen.

You can select the type of report to run from the report options panel

There are two types of report available

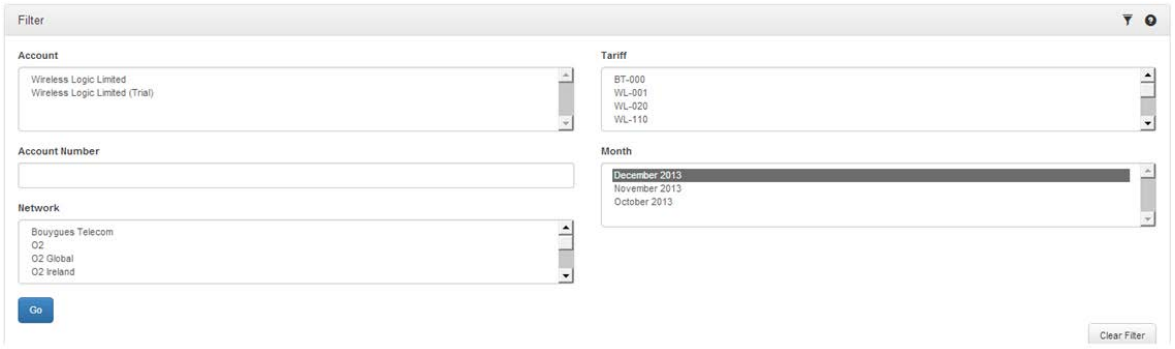
- Usage by SIM
- Usage by Tariff



You can use the paste area or alternatively, there are several different filters available to help define the search:

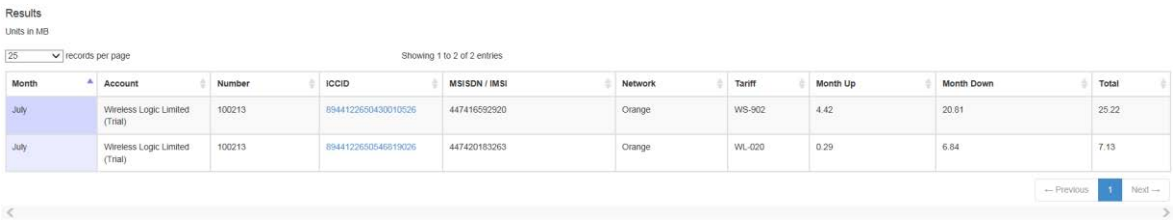
- Network
- Custom Field 1-5
- Tariff
- Month
- Account

Each report can be run to show a month summary or a daily breakdown and each can be viewed either on screen of downloaded (which will be emailed to you).



By default the report is filtered to show only the current month, you can select additional months as required.

Once you have selected your filter click ‘Go’ to run the report.



The results can be sorted into either ascending or descending order by using the arrows in the column headers.

Please note the usage on this page is shown in MB.

Clicking on the SIM will take you to the details for that connection, including a graphical display of the month to date GPRS usage over the Wireless Logic private APN's.

4.14 Uploads

Selecting Uploads from the Navigation Bar will allow you to perform bulk operations such as uploading custom data against your SIMs, or performing bulk SIM swaps.

4.14.1 Uploads - Custom Fields

Select the upload type as 'Custom Fields'

Click 'Choose File'

The file you upload should contain up to 5 columns, which will be uploaded in to the custom fields. There are two options on how we treat blank fields, which are chosen from the 'Save Choice' drop down menu:

- 'Update' - this will ignore blanks in your data and maintain the existing data in those fields
- 'Overwrite' - if you leave blanks in the data you upload, it will overwrite the data currently held in those fields.

For example; if there are a number of SIMs which already have some Custom Data against them.

SIM Number	Custom Field 1	Custom Field 2	Custom Field 3	Custom Field 4	Custom Field 5
8944301221573244067	Test Data 1		Wireless Logic		

If you upload a file with update as follows;

8944301221573244067,Test Data2,,,Beaconsfield, HP9 1LJ

Your data will end up as follows;

SIM Number	Custom Field 1	Custom Field 2	Custom Field 3	Custom Field 4	Custom Field 5
8944301221573244067	Test Data 2		Wireless Logic	Beaconsfield	HP9 1LJ

If you upload the same file with overwrite

Your data will end up as follows;

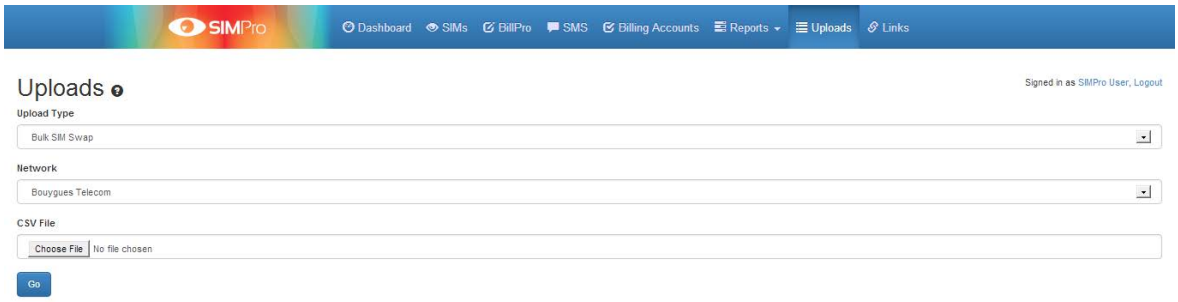
SIM Number	Custom Field 1	Custom Field 2	Custom Field 3	Custom Field 4	Custom Field 5
8944301221573244067	Test Data 2			Beaconsfield	HP9 1LJ

4.14.2 Uploads - Bulk SIM Swap

You have two options on how to upload the data.

- 'ICCID->ICCID' - this will require you to upload current and new ICCID.
- 'MSISDN->ICCID' – this will require you to upload the MSISDN and new ICCID

Select the type of upload required and the network of the SIMs you wish to swap are on and click 'Choose File'



And click 'Go'

You will see a confirmation screen which will show all of the SIM Swaps you are requesting detailing the Current ICCID, the MSISDN of the connection and the New ICCID of the new SIM.

You have the option to add a customer reference number.

Confirm the SIM Swap request by clicking 'Create Request'.

4.15 Links

The Links page has useful links to the Mobile Networks coverage checkers, our delivery partners tracking websites etc.